



*Embassy of the United States of America
Riyadh, Saudi Arabia*

MESSAGE FOR U.S. CITIZENS

September 17, 2011

In order to provide more efficient services, starting Saturday, October 1, 2011, the Embassy's American Citizens Services (ACS) Unit will implement an appointment system for routine services. Beginning on October 1, 2011, ACS services, including passport services, reports of birth abroad, notarials and all other non-emergency services should be by scheduled appointment. Implementation of an appointment system is a worldwide policy for all U.S. embassies and consulates.

The online appointment system is simple and easy to use. You are able to make, change, and cancel appointments through the online system. Once the appointment is made, print your confirmation page and bring it with you to your appointment. Appointments are not needed to pick up passports or add pages. When you are notified that your passport is available for pickup, you may come to the Embassy any Saturday, Sunday, Tuesday or Wednesday from 1 pm – 3:30 pm, except on American and Saudi holidays to pick it up without an appointment.

To make your ACS appointment online, please visit the Embassy's website then click on "U.S. Citizen Services", then select "Appointments," or follow this link directly:

<https://evisaforms.state.gov/acs/default.asp?postcode=RID&appcode=1>

The American Citizens Services (ACS) unit does not require appointments for emergencies. Emergencies may include, but are not limited to, death of an American citizen, arrest of an American citizen, medical or financial emergencies, loss of freedom to travel, etc. If you have an emergency during regular office hours, Saturday – Wednesday, 8:00am - 5:00pm (except American and Saudi holidays) please call the Consular Section ACS Unit at +966-1-488-3800. For an after-hours emergency, call the Embassy switchboard at 966-1-488-3800 or the duty officer at +966-55-355-2139. Emergency American Citizens Services are available 24 hours a day, 7 days a week.

No. 12/2011

U.S. citizens are reminded to keep their registration up-to-date. Please visit this link for info for information on the Smart Traveler Enrollment Program (STEP):

<https://travelregistration.state.gov/ibrs/ui>

You can also review earlier messages for U.S. Citizens at:

<http://riyadh.usembassy.gov/service/advisories-for-americans-in-ksa/warden-messages.html>.

General Inquiries: RiyadhACS@state.gov

ACS Website: <http://riyadh.usembassy.gov/service.html>